

Associate Governmental Program Analyst

Essential Task Rating Results

1	Facilitate meetings with a variety of groups (such as management, staff, and internal and external stakeholders) to resolve problems, gather information, and/or promote organizational goals and objectives.
2	Collaborate with customers or clients to provide effective service and meet service expectations.
3	Direct and guide customers and stakeholders on various State processes (e.g. websites, tools, programs, application processes) to provide information and/or resolve issues.
4	Address problems or complaints regarding departmental and/or work unit policies, procedures, and/or services/products routinely in a calm, courteous, and tactful manner.
5	Interact with management, staff, and internal and external stakeholders, contributing to the overall efficiency and productivity of the work unit.
6	Calm and diffuse situations with difficult or upset individuals in the course of completing work assignments.
7	Facilitate or lead a work group or team to accomplish work assignment objectives and goals.
8	Participate in meetings with all levels of staff to provide consultative services, status reports and recommendations using handouts, audio/visual aids, and electronic data sources.
9	Respond to inquiries from legislative offices, government agencies, special interest groups and the general public in accordance with established policies and guidelines.
10	Write memos, letters, and correspondence to communicate with internal and external audiences.
11	Complete various forms and documents related to program or project activities.
12	Create forms and documents to collect and/or provide information related to various program or project activities.
13	Develop and edit instructional materials to clarify procedures such as work standards, project parameters, office procedures, and computer operations.
14	Write technical reports documenting project and program assignments and activities such as program evaluation results, research findings, progress reports and/or timeline and resource requirements for projects.
15	Edit documents and written materials (such as memos, letters, reports, procedures, and technical manuals) to ensure the accuracy and completeness of information presented.

16	Conduct research (e.g., internet, library) to retrieve and compile information and data for projects or assignments.
17	Collect documents and materials regarding program/departmental activities in response to specific inquiries from a variety of sources.
18	Read and interpret technical materials pertaining to departmental or program operations (such as policies and procedures, law, contracts, etc.) to apply information to program/project activities.
19	Analyze data collected to prepare summaries and other documentation for making recommendations and completing work tasks.
20	Organize and compile data and information into reports to ensure accurate and clear documentation.
21	Make recommendations to resolve problems or issues related to the completion of work projects or assignments.
22	Perform arithmetic computations (including addition, subtraction, multiplication, division, fractions) to process, summarize, verify, or present numerical data.
23	Calculate percentages, ratios, decimals, and proportions to process, summarize, or present numerical data.
24	Analyze and evaluate problems or issues related to the progress and completion of work projects or assignments to determine impact, assess alternatives for resolution, and/or formulate action plans.
25	Establish work plans and timelines for the completion of work tasks, assignments, and projects.
26	Analyze and evaluate the effectiveness of programs, policies, or procedures to improve efficiency or make recommendations.
27	Provide status and progress reports of current work assignments to management, staff, and internal and external stakeholders.
28	Serve as liaison to coordinate communication between management, staff, and internal and external stakeholders to provide program information, answer questions, and address issues/problems.
29	Use word processing software to prepare memos, correspondence, and other documents and materials.
30	Use spreadsheet software to create, compile, compute, organize, and present data and statistics for use in reports and other tracking activities.
31	Use electronic database (information storage and retrieval systems) applications to enter, organize, track, and retrieve information.
32	Use email applications to communicate and/or schedule meetings.
33	Verify the completeness and accuracy of forms and documents.
34	Maintain records (e.g. personnel, unit, program, and or project) to monitor and track resources related to collection or allocation of specific functions, programs, and/or work activities.